

# SIX SIGMA - SUMMARY

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We can summarize the following points:

- Six Sigma is a philosophy of quality improvement.
- Six Sigma is 3.4 defects in one million opportunities *DPMO*.
- Components of Six Sigma are Customer, Process, and Employees.
- Six Sigma implementation requires the following roles:
  - Business Leader
  - Sponsor
  - Black Belt
  - Master Black Belt
  - Green Belt
- The generic cycle of Six Sigma includes the following phases: Define, Measure, Analyze, Improve, and Control.
- Six Sigma is dedicated to 'Customer focus'.

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